



International Mail Manual

Issue 29

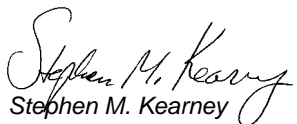
July 2003

- A. Purpose.** The U.S. Postal Service® has created a comprehensive Transformation Plan that defines the actions being pursued to continue fulfilling its long-standing mission of providing affordable, universal mail service. The Plan's key strategies include improving operational efficiency, supporting growth through added value to customers, and enhancing our performance-based culture. Many of the subjects contained in the *International Mail Manual* (IMM) support Transformation Plan efforts. It is more important than ever that each of us be aware of the latest policies, regulations, and procedures that affect our international operations so that we can effectively implement the elements of the Transformation Plan. This latest revision of the IMM will help you do that.
- B. Explanation.** Issue 29 replaces Issue 28 of the IMM. It contains all IMM revisions published in the *Postal Bulletin* from December 13, 2002, through June 12, 2003. Items published in the *Postal Bulletin* after June 12, 2003, are effective but have not been incorporated into Issue 29. In addition, Issue 29 corrects printing and format errors and omissions in Issue 28. Recycle Issue 28 and all previous issues of the IMM.
- C. Summary of Changes and Change Bars.** The Summary of Changes contains a description of the changes made to the manual since Issue 28. In chapters 1–9, a change bar (a vertical line in the margin) signals that the adjacent text has been revised.
- D. Forms Index.** In the Forms Index, each form mentioned in the IMM is cross-referenced to each section that contains a reference to that form. By using the Forms Index, if you know the title or number of a form, you will be able to find every section in the manual that contains a reference to that form.
- E. Distribution.** The IMM is distributed to all Postal Service™ facilities. If you need additional copies, order them as follows:
- Touch Tone Order Entry (TTOE): Call 800-332-0317, Option 2.
Note: You must be registered to use TTOE. To register, call 800-332-0317, Option 1, extension 2925, and follow the prompts to leave a message (wait 48 hours after registering before you place your first order).
 - E-mail: Complete PS Form 7380, *MDC Supply Requisition* (manually or using FormFlow), and send it as an attachment to the e-mail address *MDC, Customer Service* or to *mcustom@usps.gov*.
 - Mail: Mail a completed PS Form 7380 to the following address:
SUPPLY REQUISITIONS
MATERIAL DISTRIBUTION CENTER
500 SW GARY ORMSBY DR
TOPEKA KS 66624-9702
- F. Sale to the Public.** The IMM is available to the public on a subscription basis only from the Superintendent of Documents, Government Printing Office (telephone number: 202-512-1800). The subscription price for two issues is \$40 to addresses in the United States and \$56 to all foreign addresses. Turn to the third page of this manual for instructions and an order form.

- G. Comments.** If you cannot find or understand certain material or discover that topics were omitted, send a memo outlining the problem through management channels to:

MAILING STANDARDS
US POSTAL SERVICE
1735 N LYNN ST RM 3025
ARLINGTON VA 22209-6038

- H. Effective Date.** Issue 29 is effective July 2003.



Stephen M. Kearney
Vice President
Pricing and Classification